

Proctor: Billing

According to the Utah Medicaid Provider Manual (April 2015), 1-8 Documentation

A. The provider must develop and maintain sufficient written documentation for each service or session for which billing is made to support the procedure and the time billed. See Chapter 2, Scope of Services, for documentation requirements specific to each service.

According to the DCFS Contract, Part IV. D. ,

*3. **SUPPORTING DOCUMENTATION:** The Contractor shall maintain the documentation necessary to support the services and/or costs billed by the Contractor and shall submit such documentation with the billings if requested. The Contractor shall store and file required documentation in a systematic and consistent manner.*

*4. **QUESTIONED COSTS:** DHS may consider any billing by the Contractor to be a questioned cost if the billing is not supported by proper documentation verifying that the amounts billed for services provided or costs incurred pursuant to this Contract were actually provided or incurred in accordance with Contract provisions.*

Provider Action Required: The agency must pay back **\$187.80** for sessions that were billed without supporting documentation. For all pay back billings, the agency has the following options:

(1) You can do an electronic “replacement claim”. There are instructions on the Utah Medicaid website, www.health.utah.gov/medicaid in the Health Care Providers section, Coverage and Reimbursement Tools, click on Claims and Reimbursement, then click on 5010 Companion Guides, scroll down to the (UHINT 2.5 Templates), click on the 837 professional claim and follow the instructions on pages 2 and 3 of this document. Or you may call 1-800-662-9651 and select Option 3 (Health Care Provider), Option 5 (Electronic Billing) and a team member can help give you "replacement claim" instructions.

OR

(2) You can do a “direct payment” to UDOH. To do this you must include the following documentation: Name of Client, Client ID#, Date of Service, Billed Amount, Contracted Amount, and Difference between Billed Amount and Contracted Amount. You must send the check for the difference between the billed amount and contracted amount to Medicaid Operations, Attn: Cecelia Richins at P.O. Box 143106, Salt Lake City, Utah 84114-3106.

If you have additional questions you may also contact Cecelia Richins at UDOH, 801-538-6567.

Also, in the agency’s response to this report, please indicate how you handled the payback. Further, please describe, in writing, what billing process the agency will adopt to ensure that in the future accurate billings are submitted to the DOH.